

# Water Quality 2010

JUNE 2011  CONSUMER CONFIDENCE REPORT

## Your Water Quality

The City of Mountain View is committed to providing its water customers with a safe and reliable supply of high-quality drinking water that meets Federal and State standards. Mountain View tests more than 2,000 water samples each year to continuously monitor the quality of the City's water. The results of the 2010 sampling program show that Mountain View water meets all regulatory standards.

Each year the City provides a summary of the water quality sampling results and other information about Mountain View's water system in a water quality report known as the Consumer Confidence Report. This 2010 Consumer Confidence Report was prepared in accordance with the Federal Safe Drinking Water Act and California Department of Public Health requirements.

## Ensuring a Reliable Supply

The City of Mountain View works to ensure a dependable water supply for its customers in several ways. The City maintains a diverse supply portfolio, including water from the San Francisco Public Utilities Commission, Santa Clara Valley Water District and local groundwater. Mountain View regularly monitors water quality, completes repairs and upgrades to maintain the City's water delivery system, promotes water conservation, prepares for emergencies and plans for future water needs.



### Read More Inside:

Drinking Water Assessments . . . . .	2
System Improvements . . . . .	3
Protecting Your Health . . . . .	4
Water Quality Chart . . . . .	5
Important Definitions . . . . .	5
Common Q&A . . . . .	7
How to Contact Us . . . . .	8

This report contains important information about your community's water quality.

If necessary, please have the report translated or speak with a friend who understands it well.

Este reporte contiene importante información sobre el agua que usted toma. Si necesita entender su contenido en español, llame al (650) 903-6145.

Данный отчёт содержит важную информацию о вашей питьевой воде. Переведите его или проконсультируйтесь с тем, кто его понимает.

这份报告含有关于您社区饮用水质量的重要资讯。如果需要，请找可以为您翻译的人翻译或解释清楚

## Drinking Water Sources

The City of Mountain View distributes more than 3.5 billion gallons of water to its customers each year, and obtains water from several sources to allow for operational flexibility during system maintenance, drought and disasters. The City's drinking water sources are described below.

### San Francisco Public Utilities Commission

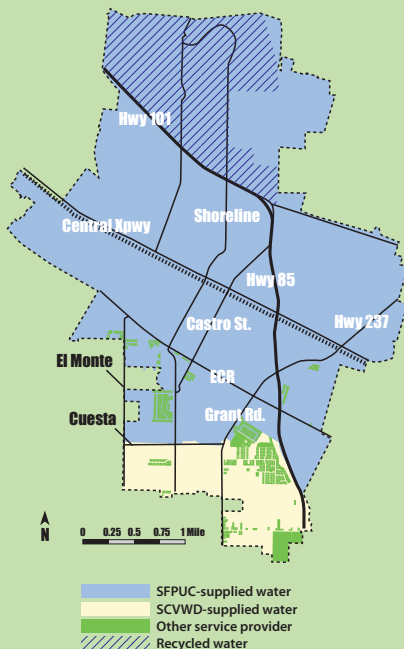
The City purchases approximately 87 percent of its potable water from the San Francisco Public Utilities Commission's (SFPUC) Hetch Hetchy System. Most of the SFPUC's water originates from Sierra Nevada snowmelt that flows into the Tuolumne River and is then stored in the Hetch Hetchy Reservoir in Yosemite National Park. Other sources of SFPUC water include surface water collected in watersheds in Alameda, San Mateo and Santa Clara Counties.

### Santa Clara Valley Water District

Approximately 10 percent of the City's potable water supply is purchased from the Santa Clara Valley Water District (SCVWD). This water is imported from the Sacramento-San Joaquin Delta and from local watersheds in Santa Clara County.

### City Wells

Three percent of the City's potable water supply comes from seven groundwater wells owned and operated by the City. This water is pumped from a deep aquifer and blended with treated water for distribution to City water customers.



SCVWD water serves the area of the City south of Cuesta Drive. SFPUC water serves the remaining area generally north of Cuesta Drive.

## Protecting Water Resources

### Drinking Water Source Assessment Program

Drinking Water Source Assessment Programs identify how vulnerable drinking water sources may be to potential sources of contamination. Drinking water source assessments have been conducted for all three of the City of Mountain View's potable water supplies—the SFPUC, the SCVWD and City wells. The assessments are available for review at the California Department of Public Health (CDPH) Drinking Water Field Operations Branch, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, California, 94804.

#### SFPUC

The SFPUC's annual Hetch Hetchy Watershed survey evaluates the sanitary conditions, water quality, potential contamination sources and the results of watershed management activities by the SFPUC and its partner agencies, including the National Park Service, to reduce or eliminate contamination sources. The SFPUC also conducts sanitary surveys of the local Alameda and Peninsula watersheds every five years. These surveys identified wildlife and human activity as potential contamination sources.

#### SCVWD

The SCVWD provides treated surface water to Mountain View from the Rinconada treatment plant. SCVWD surface water is imported mainly from the South Bay Aqueduct, Lake Del Valle and San Luis Reservoir, which all receive water from the Sacramento-San Joaquin Delta watershed. SCVWD local water sources include Anderson and Calero reservoirs.

SCVWD surface water is vulnerable to potential contamination from a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development.

Water from imported sources is vulnerable to wastewater treatment plant discharges, seawater intrusion and wildland fires. Commercial stables and historic mining practices may also be sources of contamination to water supplies. Water treatment plants provide multiple barriers for physical removal and disinfection of contaminants.

#### City Wells

Groundwater beneath the City of Mountain View is available in two aquifers separated by natural clay formations. In order to ensure the safety of its groundwater supply, Mountain View actively monitors water produced by the City wells. Mountain View completed a source assessment for its seven drinking water wells in 2007. This assessment found that groundwater in Mountain View is potentially vulnerable to contamination from auto repair shops and leaking underground storage tanks, but that these potential impacts are likely to be confined to the upper aquifer. Because the City wells are drilled deep into the lower aquifer, the clay formations and geology help to protect the City's groundwater supply from contamination.

To receive a copy of the well assessment summary, contact the Public Services Division at (650) 903-6329.



# Enhancing Reliability

## Mountain View System Improvements

In 2010, the City continued its efforts to ensure a dependable and adequate water supply for the community's current and future needs through the following projects:

- Replaced water main and service lines on Wake Forest Drive, San Ramon Avenue, San Luis Avenue and Marilyn Drive.
- Designed water main and service line replacements for Craig Court, Park Drive, Bush Street and Dana Street.
- Continued to replace water meters with new meters that can be read electronically rather than manually. In 2010, the City replaced 750 meters.
- Installed or replaced back-up generators to ensure an adequate power supply for City wells at all times.
- Improved the City's ability to remotely monitor water system operations and water quality.
- Completed a Water System Master Plan that assessed the condition of the water system infrastructure, reviewed the adequacy of the system to meet existing and future needs, and estimated ongoing and long-term capital costs.



*Trenching for a water main installation.*

## SFPUC's Water System Improvement Plan

Built in the early to mid-1900s, many parts of the SFPUC system are nearing the end of their useful life, with crucial portions crossing over or near three major earthquake faults. In 2002, the SFPUC launched a program to reduce the vulnerability of the water system to damage from earthquakes and to increase system reliability. Through this \$4.6 billion program, the SFPUC will repair, replace and seismically upgrade deteriorating pipelines, tunnels, reservoirs, pump stations, storage tanks and dams. Funded by a bond measure, the program includes more than 80 projects throughout the SFPUC service area— from San Francisco to the Central Valley. This effort is the largest infrastructure program ever undertaken by the City of San Francisco and is anticipated to be complete by 2015. More than half of the projects are in construction or completed.



*Improvements to an SFPUC water treatment facility.*

© San Francisco Public Utilities Commission

## Prepare Yourself for Emergencies

The earthquake in Japan and the tsunami which reached the California coast are fitting reminders of the need to prepare for emergencies. Although the City of Mountain View and its drinking water wholesalers strive to ensure a reliable supply of water for our customers, in times of emergencies some service interruptions may still occur and you should be prepared in your own home or business. Below are some tips from the Federal Emergency Management Agency (FEMA) and Mountain View's Office of Emergency Services:

- Keep at least a three-day supply of water with a minimum of one gallon of water per person (and pet) per day. Children, nursing mothers or individuals with certain medical conditions may require additional water.
- You can make your own emergency water supplies using plastic, airtight food grade containers, such as five-gallon jugs stamped with HDPE (High Density PolyEthylene) which are available at hardware stores. Plastic jugs that have had milk or fruit juice in them are not recommended as residual milk protein and fruit sugars may encourage bacterial growth.

- Before filling, thoroughly clean each container with dishwashing soap and water, then sanitize them with diluted household chlorine bleach (1 teaspoon of bleach diluted with 1 quart of water) and rinse thoroughly with clean water. Only use pure bleach. Do not use products with scents or other additives or that are labeled "color-safe."
- Fill each container with tap water and label it with a date. Store in a cool dark place, and replace the water every six months.
- If you run out of stored drinking water, other safe water sources in your home include your hot water tank, pipes and ice cubes. You should not use water from toilet flush tanks or bowls, radiators, waterbeds or swimming pools / spas.

More information about managing food and water in an emergency is available at: <http://www.fema.gov/pdf/library/f&web.pdf>.

## How Do Drinking Water Sources Become Polluted?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- **Inorganic contaminants**, such as salts and metals, that can be naturally-occurring or from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, that may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems.
- **Radioactive contaminants**, that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure tap water is safe to drink, the U.S. EPA and the CDPH prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

## Protecting Your Health

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised

persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

## Water Quality Monitoring & Disinfection

**Nitrates** Nitrate in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of an infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should seek advice from your health-care provider.

**Lead** If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with water service lines and home plumbing. The City of Mountain View is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. Keep a pitcher or small watering can nearby to collect this flush water and reuse it to water plants in your house, deck, or garden.

If you are concerned about lead in your water, you may wish to have your water tested independently. Testing can be done using an over-the-counter lead testing kit commonly available at local hardware stores. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at: <http://www.epa.gov/safewater/lead>.

**Cryptosporidium and Giardia** *Cryptosporidium* and *Giardia* are parasitic microbes found in most surface water supplies. If ingested, these parasites may produce symptoms of nausea, stomach cramps and associated headaches. The SFPUC and SCVWD test for *Cryptosporidium* and *Giardia* regularly in their source water and treated water supplies. In 2010 the SFPUC and SCVWD occasionally found very low levels of *Giardia* in their source water. The *Giardia* was removed through the disinfection process prior to distributing the water to customers.

**Chloramine Disinfectant** Drinking water provided to the City of Mountain View by the SFPUC and the SCVWD is disinfected using chloramine. Although people and animals can safely drink chloraminated water, chloramine must be removed or neutralized for some special users, including some business and industrial customers, kidney dialysis patients, and customers with fish and amphibian pets. More information on chloramine is available at: [http://water.epa.gov/lawsregs/rulesregs/sdwa/mdbp/chloramines\\_index.cfm](http://water.epa.gov/lawsregs/rulesregs/sdwa/mdbp/chloramines_index.cfm).



Operator collects water from a sample station.

Water Quality Data

Water Quality staff from the SFPUC, SCVWD and City of Mountain View regularly collect and test water samples from reservoirs, wells, and designated sampling points to ensure that the water supplied to Mountain View customers meets State and Federal drinking water standards.

This table provides an analysis of the results of water samples collected in 2010. The table contains the name of each substance found in the water sample, the highest level allowed by regulation, the amount detected, the usual sources of such contamination and a key to the units of measurement. Sample results that are below detection limits are not listed. Please note that the presence of a substance does NOT necessarily indicate that the drinking water poses a health risk.

For additional details about this table, refer to the important definitions below and table key on Page 6.

Important Definitions

- Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste and appearance of drinking water.
- Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs are set by the U.S. Environmental Protection Agency.
- Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected health risk. PHGs are set by the California Environmental Protection Agency.
- Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- Regulatory Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

CITY OF MOUNTAIN VIEW SOURCE WATER QUALITY DATA FOR YEAR 2010 (1)				
Detected Contaminants	Measurements			
Primary Health Related Constituents	Units	DLR	MCL	PHG (or MCLG)
Turbidity (3)				
Unfiltered Hetch Hetchy Water	NTU	—	TT	NS
Filtered Water (turbidity)	NTU	—	TT (6)	NS
Filtered Water (percentage of time)	—	—	TT (6)	NS
Microbiological				
Giardia lamblia	Cyst/L	—	TT	(0)
Organic Chemicals				
Total Trihalomethanes (TTHMs)	µg/L	0.5	80	NS
Total Haloacetic Acids (HAA-5s)	µg/L	1	60	NS
Total Organic Carbon	mg/L	0.3	TT	NS
Inorganic Chemicals				
Aluminum	µg/L	50	1000	600
Fluoride (9)	mg/L	0.1	2	1
Nitrate (as NO3)	mg/L	2	45	45
Constituents with Secondary Standards				
Chloride	mg/L	NS	500	NS
Color	Unit	NS	15	NS
Iron	µg/L	100	300	NS
Odor	TON	1	3	NS
Specific Conductance	µS/cm	NS	1600	NS
Sulfate	mg/L	0.5	500	NS
Total Dissolved Solids	mg/L	NS	1000	NS
Turbidity	NTU	NS	5	NS
Other Water Constituents Analyzed				
Alkalinity (as CaCO3)	mg/L	NS	NS	NS
Barium	µg/L	100	1000	2000
Boron	µg/L	100	NS	NS
Bromide	mg/L	NS	NS	NS
Calcium (as Ca)	mg/L	NS	NS	NS
Chlorate	µg/L	20	NS	NS
Hardness (as CaCO3)	mg/L	NS	NS	NS
Magnesium	mg/L	NS	NS	NS
pH	-	NS	NS	NS
Potassium	mg/L	NS	NS	NS
Silica	mg/L	NS	NS	NS
Sodium	mg/L	NS	NS	NS
Vanadium	µg/L	3	NS	NS

MOUNTAIN VIEW SYSTEM CONSTITUENTS	Units	DLR	MCL (or AL)	PHG
Turbidity	NTU	—	5	NS
Organic Chemicals				
Total Trihalomethanes (TTHMs)	µg/L	0.5	80	NS
Total Haloacetic Acids (HAA-5s)	µg/L	1	60	NS
Other Water Constituents Analyzed				
Fluoride	mg/L	0.1	2.0	1.0
Total Chlorine	mg/L	—	MRDL=4	MRDLG=4
Free Ammonia	%	NS	NS	NS
Customer Tap Lead and Copper Sampling				
Lead (10)	µg/L	5	(15)	0.2
Copper (10)	µg/L	50	(1300)	300

Water Source					
SFPUC Range	SFPUC Avg. or [Max]	SCVWD Range	SCVWD Avg. or [Max]	CMV Wells Range (2)	Typical Source in Drinking Water
0.2 — 0.6 (4)	[4.9] (5)	—	—	—	Soil run-off
—	[0.54]	—	[0.2]	—	Soil run-off
97.6% — 100%	—	100%	—	—	Soil run-off
ND — 0.06	[0.06]	—	[0.1]	—	Naturally present in the environment
14 — 92	[40] (7)	53.7 — 68	59.5	—	Byproduct of drinking water chlorination
7 — 55	[25] (7)	12.7 — 27.5	18.5	—	Byproduct of drinking water chlorination
2.4 — 3.2	2.7 (8)	1.80 — 2.92	2.19	—	Various natural and man-made sources
—	—	ND — 61	ND	<50 — 260	Naturally occurring
ND — 0.15	ND	ND — 0.2	ND	ND — 0.14	Erosion of natural deposits
—	—	ND — 5	2	11 — 39	Run-off/leaching from natural deposits
3 — 16	9.5	52 — 101	74	27 — 60	Run-off/leaching from natural deposits
<5 — 6	<5	<2.5	<2.5	<5	Naturally occurring organic material
—	—	ND	ND	<100	Naturally occurring
—	—	1	1	<1 — 1	Naturally occurring organic material
33 — 316	179	447 — 669	548	570 — 790	Substances that form ions when in water
1.6 — 38.7	18.2	58.0 — 70.4	64.3	28 — 40	Run-off/leaching from natural deposits
27 — 174	95	240 — 358	305	340 — 450	Run-off/leaching from natural deposits
0.07 — 0.33	0.16	0.07 — 0.09	0.08	<0.1 — 0.44	Soil run-off
SFPUC Range	SFPUC Average	SCVWD Range	SCVWD Average		
8 — 98	49	67 — 110	83	210 — 260	Naturally occurring
—	—	ND	ND	130 — 170	Naturally occurring
—	—	130 — 221	173	—	Naturally occurring
<10 — 17	<10	<0.05 — 0.38	0.10	—	Leaching from natural deposits
2 — 26	12	19 — 27	23	66 — 96	Naturally occurring
92 — 357	150	180	180	—	Naturally occurring
8 — 104	53	88 — 137	113	249 — 393	Naturally occurring
0.3 — 9	4.6	11 — 16	14	21 — 37	Naturally occurring
8.2 — 8.7	8.5	7.6 — 7.9	7.8	7.7 — 7.9	Naturally occurring
0.34 — 1.2	0.6	1.9 — 4.3	2.9	—	Naturally occurring
4.1 — 7.6	5.7	7 — 15	12	—	Naturally occurring
3 — 22	13	50 — 84	64	30 — 43	Naturally occurring
—	—	ND — 3	ND	ND	Naturally occurring

Range	Typical Source in Drinking Water
0.0 — 0.5	Soil run-off
37.2 — 70.7	Byproduct of drinking water chlorination
ND — 40.3	Byproduct of drinking water chlorination
0.8 — 1.4	Naturally occurring and added for treatment
1.0 — 2.6	Water disinfectant added for treatment
ND — 0.02	Water disinfectant added for treatment
90th Percentile	
ND	Corrosion of household plumbing
120	Corrosion of household plumbing

- KEY**
- Non Applicable
  - < Less Than
  - ND Non-Detect
  - NS No Standard
  - NTU Nephelometric Turbidity Unit
  - Csy/L Cysts per Liter
  - mg/L milligrams per Liter
  - µg/L micrograms per Liter
  - µS/cm microSiemens/centimeter
  - TON Threshold Odor Number
  - DLR Detection Limit for purposes of Reporting
  - SMCL Secondary Maximum Contaminant Level
  - CMV City of Mountain View
  - SFPUC San Francisco Public Utilities Commission
  - SCVWD Santa Clara Valley Water District

Footnotes

- (1) All results met State and Federal drinking water health standards.
- (2) CMV well data reflect results from two sampling dates. The most recent monitoring event for most CMV wells was in 2008, and one well on a different State-mandated monitoring schedule was sampled in 2010.
- (3) Turbidity is a water clarity indicator and also indicates the effectiveness of water treatment plants.
- (4) Turbidity is measured every four hours. These are monthly average turbidity values.
- (5) This is the highest turbidity of the unfiltered water served to customers in 2010. A switch to alternate pipelines caused elevated turbidities as a result of sediment resuspension. The turbidity spike was not observed further downstream.
- (6) There is no MCL for turbidity. The limits are based on the TT requirements in the State drinking water regulations, which require filtered water turbidity to be equal to or less than 0.3 NTU a minimum of 95 percent of the time.
- (7) The reported data for TTHMs and HAA-5s describe the range and the highest quarterly running annual average value. The MCLs only apply to the running annual averages.
- (8) Total organic carbon is a precursor for disinfection byproduct formation. The TT requirement applies to the filtered water from the Sunol Valley Water Treatment Plant (SVWTP) only.
- (9) Fluoride occurs naturally in source waters from SFPUC, SCVWD, and wells. The City of Mountain View and SFPUC added fluoride in 2010 to meet CDPH required levels.
- (10) The 2010 Lead and Copper Rule monitoring results comply with U.S. EPA health regulations. Two of 38 water samples collected at consumer taps had lead concentrations above the Action Level. None of the 38 samples had copper concentrations above the Action Level.

## Common Questions and Answers

### Q: Is my water safe to drink?

A: Yes. Mountain View takes many steps to safeguard its drinking water and in 2010 our drinking water met all State and Federal health standards.

### Q: How do lead and copper get into drinking water?

A: Lead and copper may enter tap water from the corrosion of household plumbing systems, in particular solder, pipes, fittings, and fixtures. The City of Mountain View provides high quality drinking water that meets health standards for lead and copper, but the City cannot control the materials used in your home's plumbing system. For more information on what to do if you suspect that your plumbing system contains lead or copper materials, visit the U.S. EPA lead and copper websites at: <http://water.epa.gov/drink/info/lead/leadfactsheet.cfm> and <http://water.epa.gov/drink/contaminants/basicinformation/copper.cfm>.

### Q: Why does my water sometimes look cloudy?

A: A cloudy or milky appearance is often caused by tiny air bubbles in the water. Mountain View water customers may experience cloudy water because of a temporary change in water supply which can cause air to be mixed into the water, making it appear cloudy. Cloudy appearance due to air bubbles will dissipate if the water is allowed to stand for a few minutes. If you are concerned about the cause of cloudiness in your water, contact the Water Quality Technician at (650) 903-6241.

### Q: What is water hardness?

A: Water hardness is a measure of dissolved minerals (usually calcium and magnesium) in water. Hardness results mostly from water coming into contact with soil and rock formations. Hard water is not a health hazard. Mountain View's water is characterized as moderately hard and water softeners are generally not needed.

### Q: What are City water sources of tap water for my home?

A: Generally, customers north of Cuesta Drive receive SFPUC water supplemented by local groundwater, while those south of Cuesta Drive receive SCVWD water. Consult the map on Page 2 to see which water you receive.

### Q: Why does the City flush water mains?

A: City water crews flush portions of Mountain View's water distribution system periodically to remove sediment from the water mains. Flushing is an important part of maintaining a high quality water supply. The water used in flushing activities represents less than a tenth of one percent of all water used within Mountain View each year.

## Fluoride in Your Drinking Water

The City of Mountain View supplies its water customers with approximately one part per million of fluoride in its drinking water.

This level of fluoride is within the range prescribed by the California Department of Public Health to reduce tooth decay. Mountain View fluoridates the water that it purchases from the SCVWD and draws from City groundwater wells. Water purchased from the SFPUC is fluoridated prior to its arrival in Mountain View. For more information on fluoride, consult the California Department of Public Health fluoridation website at: [www.cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx](http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx).



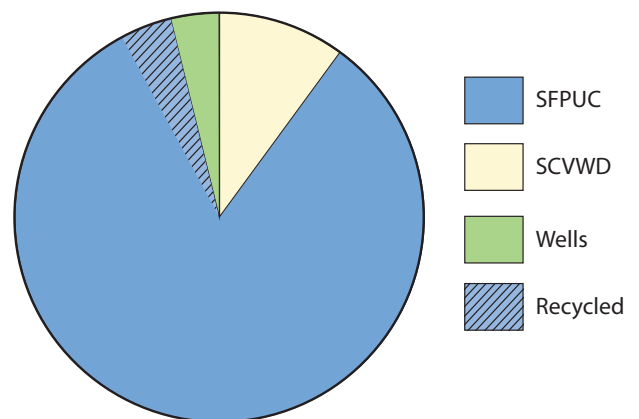
## Conserving Our Drinking Water

### Long-Term Water Conservation

In California conserving water is an important part of everyday life, and the City of Mountain View encourages its customers to use water wisely. To help customers save water and to reach the State's long-term goal of reducing per capita water use by 20 percent by 2020, the City offers a variety of water conservation programs. Information about residential and business programs and services can be found on the City of Mountain View website at: [www.conservewater.mountainview.gov](http://www.conservewater.mountainview.gov) or by calling the City's Water Conservation Hotline at (650) 903-6216.

### Recycled Water

In addition to the City's drinking water sources, Mountain View receives nonpotable recycled water from the Palo Alto Regional Water Quality Control Plant to help meet irrigation needs, saving potable water for domestic use. Recycled water comprised three percent of the City's total water supply in 2010, and is expected to grow to 10 percent of the City's total supply in the future.



*In 2010, recycled water offset three percent of Mountain View's potable water use.*



City of Mountain View  
Public Services Division  
231 North Whisman Road  
Mountain View, CA 94043

ECRWSS  
U.S. Postage  
**PAID**  
Presorted Standard  
Mountain View, CA  
Permit No. 179

Postal Patron

## Perks of Great Water | Tap versus Bottled Water

The City of Mountain View provides excellent quality water that is strictly monitored and affordable. Tap water is a bargain; a gallon of water costs less than 1 cent! Mountain View staff annually conducts over 2,000 water quality tests in addition to the testing performed by the SFPUC and the SCVWD (the City's potable water suppliers), and the City's water quality meets all State and Federal regulations.



The regulations for bottled water are different from those for tap water, and bottled water is not necessarily safer or healthier than tap water. Bottled water can actually be supplied from municipal water systems; read the label on the bottle to learn more about what you are drinking. The CDPH website has extensive information on bottled water and vended water in California—to learn about the differences between bottled water and tap water, visit their website at: [www.cdph.ca.gov/programs/Pages/DWP.aspx](http://www.cdph.ca.gov/programs/Pages/DWP.aspx).

The production and consumption of bottled water creates significant environmental impacts, including increased energy consumption to produce and transport plastic bottles that often end up in the waste stream. As part of the City's ongoing commitment to environmental sustainability, Mountain View prohibits the use of City funds for purchasing bottled water and instead promotes the use of our healthy, safe, and reliable tap water.

### To Contact Us

City of Mountain View  
Public Services Division  
231 North Whisman Road  
Mountain View, CA 94043  
(650) 903-6329

**Ask Mountain View Online**  
[www.mountainview.gov](http://www.mountainview.gov)

**Business Hours:**  
**Monday - Friday**  
**8:00 a.m. - 4:00 p.m.**

For more information about this Consumer Confidence Report or your water service, please contact:

**Kerry Holeman**  
Water Quality Technician  
(650) 903-6241  
[waterquality@mountainview.gov](mailto:waterquality@mountainview.gov)

**Water Quality and System Operations** (24 hours)  
(650) 903-6329

**Suspicious Activities or Persons**  
911

**Utility Account Status/Billing**  
Monday – Friday  
8:00 a.m. – 5:00 p.m.  
(650) 903-6317

**Water Conservation Hotline**  
(650) 903-6216  
[www.conservewater.mountainview.gov](http://www.conservewater.mountainview.gov)

More information regarding drinking water treatment, quality, and regulations is available at:

**California Department of Public Health Drinking Water Branch**  
(510) 620-3474  
[www.cdph.ca.gov/programs/pages/ddwem.aspx](http://www.cdph.ca.gov/programs/pages/ddwem.aspx)

**U.S. Environmental Protection Agency (EPA) Safe Drinking Water Hotline**  
(800) 426-4791  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

### Public Participation

The Mountain View City Council meets regularly on the second and fourth Tuesday of each month at 6:30 p.m. in the Council Chambers at City Hall, 500 Castro Street, Second Floor. Members of the public are encouraged to attend. Contact the City Clerk's Office at (650) 903-6304 for more information.